

ATTACHMENT A - SCHEDULE OF DELIVERABLES

Deliverable No.	Item	Quantity	Delivery Date
One (1)	Attend kick-off meeting and provide a project schedule that includes administration of each survey. Provide an acceptable Quality Assurance Surveillance Plan (QASP) to NCA, for the purpose of monitoring the quality and timeliness of deliverables and products.	One (1)	TBD

Two (2)	Create a statistically valid sample of names and addresses of next of kin and funeral home directors for the national and, state or tribal cemeteries and memorial products surveys. Prepare technical requirements and sampling frame for GPO printer.	Variable by survey	TBD
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Three (3)	Review and revise survey instruments; survey methodology; survey process; data file information requirements; data extraction process; and report formats (National, MSN, State and Cemetery Level) as required through meetings with COR. Complete all programming required to generate reports.	Four English versions of surveys; twenty survey mailing instruments, to include letters postcards, stuffers, envelopes, and various files	TBD

Four (4)	Update the Spanish language version of the survey questionnaire and all cover letters and reminder post cards for each survey.	Four Spanish versions of surveys; twenty survey mailing instruments, to include letters postcards, stuffers, envelopes, and various files	TBD
Deliverable No.	Item	Quantity	Delivery Date
Five (5)	Create and provide NCA with a camera-ready copy of the English and Spanish version of each questionnaire and the accompanying mailing materials using the address database. Develop a funeral director survey stuffer for the national and state or tribal cemeteries surveys.	Eight English and Spanish versions of surveys; forty survey mailing instruments, to include letters postcards, stuffers, envelopes, and various files	TBD

Six (6)	Develop and test an online survey with a mail in option. The paper and electronic survey versions must be tested and validated to ensure the accuracy of the reports and data file generation process.	Online version of each survey in English and Spanish	TBD
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<p>Seven (7)</p>	<p>Develop a schedule for survey administration that includes online survey participation and mailing dates. Coordinate survey testing and administration with GPO selected vendor.</p> <p>Conduct survey and collect all respondent results and comments for each survey method. Data will be collected and reported quarterly. Reports (Deliverable 8) are for data collected over a 12 month period. Provide weekly response rate data. Provide toll-free telephone helpdesk assistance and track and analyze calls by type and include in report. Provide weekly report on voice mail response rate and specific complaint resolution.</p>	<p>One survey administration schedule</p> <p>Daily coordination activities</p> <p>Weekly reports</p>	<p>TBD</p>
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Eight (8)	Prepare seven (7) preliminary reports which may include minor changes from prior year report formats - national, District, state, and cemetery level.	7 reports	TBD
Nine (9)	Provide all written and electronic verbatim comments sorted by national cemetery, state/tribal cemetery and Memorial Products.	Various files	TBD
Ten (10)	Provide NCA Strategic Performance Measures and data files. Produce all final reports by the last week of September (see Table 2).	Various files	TBD

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Eleven (11)	Produce all reports in final form for each survey. Provide strategic performance measures by August 15th (see Scope of Work for breakdown by survey and format type of copies)	<p>All National, Cemeteries and District levels</p> <p>All State or Tribal Veterans Cemeteries and State levels</p> <p>Memorial Products</p>	TBD
Twelve (12)	Prepare and conduct pre-briefing and final briefings. Provide detailed analysis and improvement recommendation in briefings.	<p>Three (3) Pre-briefings: National, MPS, State/Tribal with Program Office and Eight (8) final briefings with Seniors Leaders: National, MPS, State/Tribal, and Districts level results</p>	TBD
Thirteen (13)	Deliver a consolidated report of lessons learned (during the survey administration and reporting process) and recommendations for process improvement.	One (1)	At conclusion of each annual performance period.